

220 CMR 27.00: ELIMINATION OF THE PRACTICE OF GAS AND ELECTRIC COMPANIES OF REQUIRING A DEPOSIT FROM RESIDENTIAL CUSTOMERS AS A CONDITION TO FURNISHING UTILITY SERVICE

220 CMR 27.00 is applicable solely to utility service rendered to residential customers by any gas or electric utility company (hereinafter referred to as Company) subject to the jurisdiction of the Department of Public Utilities of the Commonwealth of Massachusetts. All non-residential accounts, including commercial, industrial and municipal accounts, are expressly excluded from the coverage of 220 CMR 27.00.

No Company may require a deposit to secure payment of utility bills in advance of or as a condition to new or continued service. A Company may properly condition new or continued service, subject to law and the Department's regulations on Billing and Termination Procedures for Residential Customers of Gas and Electric Companies, upon payment by the customer of any outstanding bill of that Company; provided however, that if a customer has not failed previously to pay when due and finally determined to be payable two or more consecutive bills of that Company, the Company shall grant or continue service as long as the customer shall pay the overdue bill in full or under an installment payment plan, not to exceed three months in duration. On or before the effective date of 220 CMR 27.00 any Company holding deposits to secure payment of utility bills in advance of or as a condition to new or continued service shall promptly refund all such deposits, together with interest accrued to date of return, in cash or as a credit to its customers' next bills for service.

REGULATORY AUTHORITY

220 CMR 27.00: M.G.L. c. 158, § 16.